

## Important Contacts

Maryland Attorney General  
Consumer Protection Division

410.576.6550

[www.oag.state.md.us/consumer](http://www.oag.state.md.us/consumer)

Maryland Pharmacy Assistance  
Program

410.767.5800

[www.dhmf.state.md.us/mma/  
mpap](http://www.dhmf.state.md.us/mma/mpap)

Maryland Poison Center

1.800.222.1222

[www.mdpoison.com](http://www.mdpoison.com)

Division of Drug Control (DDC)

410.764.2890

[www.dhmf.state.md.us/drugcont](http://www.dhmf.state.md.us/drugcont)

Food & Drug Administration (FDA)

410.962.3396

[www.fda.gov](http://www.fda.gov)

Drug Enforcement Agency (DEA)

410.962.7580

[www.dea.gov](http://www.dea.gov)

What You Should Know About the  
Maryland Board of Pharmacy  
4201 Patterson Avenue  
Baltimore, MD 21215-2299

Mailing Address

## What You Should Know About the Maryland Board of Pharmacy

### *A Consumers Guide*



*Setting Standards for  
Pharmacy Services*

**Tel: 410.764.5988**

**Fax: 410.358.9512**

**Web: [www.mdbop.org](http://www.mdbop.org)**

The Mission of the Maryland Board of Pharmacy is to protect Maryland consumers and to promote quality healthcare in the field of pharmacy through licensing pharmacists, registering pharmacy technicians, and issuing permits to pharmacies and distributors; setting standards for the practice of pharmacy through regulations and legislation; educating consumers; and receiving and resolving complaints from the public regarding pharmacists, pharmacy technicians, pharmacies and distributors.

## *What is the Maryland Board of Pharmacy?*



The Maryland Board of Pharmacy (the "Board") is a state regulatory agency established to protect Maryland patients and to promote quality health care in the field of pharmacy by setting standards for the practice of pharmacy through writing and enforcing regulations and legislation for the state of Maryland.

protect Maryland patients and to promote quality health care in the field of pharmacy by setting standards for the practice of pharmacy through writing and enforcing regulations and legislation for the state of Maryland.

### The Board:

- Licenses Pharmacists
- Registers Pharmacy Technicians
- Issues permits to pharmacies and distributors of medications
- Provides consumer education
- Receives and resolves complaints

The Board is not a referral service, but it can answer questions about a pharmacist's or pharmacy's credentials. The Board can also let patients know if it has disciplined a licensee or permit holder.

Licensure information can be found on the Board's website by going to [www.mdbop.org](http://www.mdbop.org) and clicking on **Verify License**.

This means patients can expect quality health care from pharmacists and pharmacies in the State of Maryland.

## **What Are Pharmacists' Duties and Responsibilities?**

A few of the duties and responsibilities of pharmacists include:

- Processing prescriptions accurately
- Checking for appropriate drug use
- Providing patient counseling
- Providing a clean and safe pharmacy work environment
- Working with physicians and other health care providers to provide safe and effective medication use

## **What Are Pharmacists Trained To Counsel Patients About When Dispensing Prescriptions?**

- The medicine's name and whether a substitution has been made
- What the medicine is supposed to do
- When the medicine should be taken and for how long
- How the medicine should be taken
- Common side effects
- Foods, drinks, other medicines, or activities that the patient should avoid while taking the medicine

- What the patient should do if a dose is missed
- How a patient should store the medicine
- If there are any refills of the prescription

## **What Should Patients Do If They Have a Complaint?**

Patients should initially attempt to resolve any complaint directly with the pharmacist or other appropriate pharmacy representative. If this is not possible, a complaint may be filed with the Board by calling [410-764-4755](tel:410-764-4755) to request a complaint form by mail or fax or by visiting the Board's web site at [www.mdbop.org](http://www.mdbop.org) and completing a complaint form on-line or downloading a complaint form and mailing it to the address listed below.

## **Maryland Board of Pharmacy**

4201 Patterson Avenue  
Baltimore, MD 21215-2299

Phone: 410-764-4755

Fax: 410-358-9512

E-mail: [mdbop@dnhm.state.md.us](mailto:mdbop@dnhm.state.md.us)

Web: [www.mdbop.org](http://www.mdbop.org)